

Dr Claire Tan
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Date of CV revision: 1 August 2024

Citizenship: Singaporean

Education

2008	PhD Communication University of Missouri-Columbia United States of America
1997	Master of Applied Linguistics Macquarie University Sydney, Australia
1991	Bachelor of Arts Psychology, English Language National University of Singapore

Position(s) Held

Aug 2024	Adjunct Associate Professor Department of Communications & New Media Faculty of Arts & Social Sciences National University of Singapore (NUS)
Aug 2024	Adjunct Lecturer Centre for English Communication Singapore Management University (SMU)
May 2022 - Present	Adjunct Faculty Lee Kong Chian School of Business Singapore Management University (SMU)
Aug 2020 - Present	Corporate Trainer SMU Academy
Feb 2023 - Present	Corporate Trainer SMU Executive Development
Jun 2020 - Present	Corporate Trainer / Consultant (Project-based)
Jun 2019 - Present	Board Director

	Marketing Communication Chair Make-A-Wish Singapore
2019 - Present	Member Resource Mobilisation & Partnership Committee SPD (Serving People with Disabilities)
2020 - 2021	Senior Vice President Corporate Communication Lazada Group
2008 - 2020	Information Officer Singapore Government

Awards, Recognition and Honors

- Dean's Teaching Honour List (2023)
Lee Kong Chian School of Business, MBA

Scholarships

- Full Graduate Scholarship (2003-2007)
Department of Communication
University of Missouri-Columbia
USA

Publications

- Claire, L. Tan, & Michael, W. Kramer (2012). Communication and Voluntary Downward Career Changes. *Journal of Applied Communication Research*, 40:1-20. Routledge, Taylor & Francis.
- Kramer, M. W., & Tan, C. L. (2006). Emotion Management in Dealing with Difficult People. (pp. 153-178). In J. M. H. Fritz, & B. L. Omdahl (Eds.). *Problematic Relationships in the Workplace*. NY: Peter Lang.

Refereed Conference Papers

- Tan, C. L. (2006). Older Subordinates' Perceptions of Relationships with Younger Supervisors: An Exploraton of the Leader-Member Exchange (LMX) Theory in Reverse-age Supervisory Relationships. *Organisational Communication Division, National Communication Association Annual Conference*, November 2006, San Antonio, TX, USA.
- Tan, C. L. (2005). Media Portrayal of the Old: How They Compare Across Time - An Analysis of U.S newspapers in the 1980s and 1990s. *Communication and Aging Division, National Communication Association Annual Conference*, November 2005, Boston, MA, USA.
- Tan, C. L. (2005). The "In Good Company" phenomenon: Intergenerational Conflict in the Workplace. *Organisational Communication Division, National*

Communication Association Annual Conference, November 2005, Boston, MA, USA.

- Tan, C. L. (2005). How “real” is Computer-mediated Communication: Idealisations and Selective Self Presentations in Online Interactions: A test of the Hyperpersonal Perspective. Human Communication and Technology Division, National Communication Association Annual Conference, November 2005, Boston, MA, USA.
- Kramer, M. W., & Tan, C. L. (2005). Emotion Management in Dealing with Difficult People. Organisational Communication Division, National Communication Association Annual Conference, November 2005, Boston, MA, USA.
- Tan, C. L. (2005). Topic and Age Categories Associated with Older Workers before and after Removal of the Mandatory Retirement Age in 1987 - A Content Analyses of the Business Week for time periods 1977-1986 and 1987-1997. Organisational and Professional Communication Interest Group Division, Central States Communication Association Annual Convention, April 2005, Kansas City, Missouri, USA.
- Tan, C. L. (2004). Gendering of Emotions in Corporate Organisations: A Case of Emotional Labor for the Corporate Woman. National Communication Association Annual Conference, November 2004, Chicago, Illinois, USA.